

# Lancashire's Voice Newsletter

Summer 2015

## Healthwatch Lancashire project leads to improvements for patients



**Improvements have been made at Royal Lancaster Infirmary after Healthwatch Lancashire was invited to follow a group of patients and listen to their experiences.**

Sheralee Turner-Birchall, Volunteers & Project Officer Manager, spent a full week on Ward 39 at Royal Lancaster Infirmary listening to patients to understand their views on all aspects of their care.

The project has resulted in a review of staffing over seven days, the introduction of a 'Sleep Well' campaign on Ward 39, posters being displayed across the hospital to inform how patients, carers and relatives can raise concerns and the introduction of name boards for patients on Ward 39.

Sue Smith, Executive Chief Nurse from University Hospitals of Morecambe Bay NHS Foundation Trust, said:

"We would like to thank Healthwatch Lancashire for this valuable piece of work which goes towards the continuing improvement in the



quality of care we offer to our patients".

"Listening to the views of patients and carers is vital - and I'm pleased we are able to use a collaborative approach to making improvements in the care we provide."

The project was shortlisted in the 'Making a difference to healthcare' category of the National Healthwatch England Awards 2015.

To read the report, which details the improvements being made, visit the Healthwatch Lancashire website.

**Pictured above:** Sue Smith pictured with one of the new information boards which have been displayed as a result of the project.

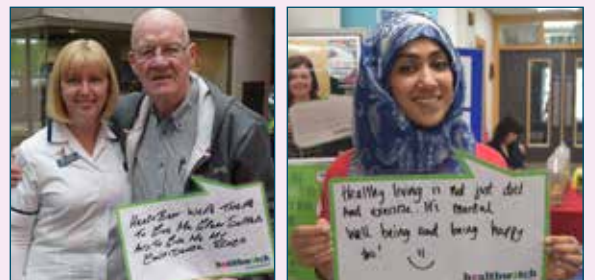
## Real views from real people of Lancashire



**Healthwatch Lancashire is looking for "real people of Lancashire" to get involved with a campaign to find out what really matters to people in the county.**

Members of the public are being encouraged to write their comments, feedback or what is important to them when it comes to health and social care in Lancashire and #ShareAboutCare. The key themes from the campaign will be shared with those who manage and run health and social care services.

Photos can then be entered into the campaign at [healthwatchlancashire.co.uk/realpeople](http://healthwatchlancashire.co.uk/realpeople) or shared on social media using #ShareAboutCare.



## Join in our Tweet Chats

**Healthwatch Lancashire has launched a Twitter campaign to encourage members of the public to share their experiences of health and social care in Lancashire.**

Healthwatch Lancashire is looking for members of the public to #ShareAboutCare on Twitter and join in our themed tweet chats every Tuesday between 1pm and 2pm.



## Healthwatch Lancashire joins Lancaster Health Hub

Healthwatch Lancashire is pleased to announce their partnership with Lancaster Health Hub.



Lancaster Health Hub works strategically to increase collaborative research and knowledge exchange between Lancaster University, industry, Hub partners and social care across Lancashire and Cumbria.

Healthwatch Lancashire joins Lancaster University and Hub partner organisations which include Lancashire Care NHS Foundation Trust, Lancashire Teaching Hospitals NHS Foundation Trust and University Hospitals of Morecambe Bay NHS Foundation Trust along with other organisations from Lancashire and Cumbria.

## 'Know Your Pulse' events in Lancashire

Healthwatch Lancashire has supported The North West Coast Academic Health Science Network (NWC AHSN) to raise awareness of Atrial Fibrillation in Lancashire.

The NWC AHSN hosted several workshops and drop-in events in Preston and Ormskirk with the support of partner organisations during May 2015.



## Healthwatch Lancashire make a difference through PLACE assessments

Healthwatch Lancashire staff and volunteers have taken part in 41 days of PLACE assessments across 31 different hospitals throughout Lancashire this year.



Healthwatch volunteers have taken part in these Patient-led Assessments of the Care Environment as part of teams of trust staff and volunteers to assess how the environment supports patient's privacy, dignity, food, cleanliness and facilities.

Healthwatch Lancashire volunteers took part to ensure independent patient perspective's are represented. Results are reported publicly to help drive improvements in the care environment.

**Pictured above:** Volunteers Selina Coppin and Tim Snashall take part in a PLACE assessment at Blackpool Victoria Hospital with Communications Manager Neil Greaves

## LGB&T experiences published in report



Research conducted by Lancashire LGBT, which assessed the barriers which 116 members of the LGBT community in Lancashire experience when accessing routine healthcare, has been published in a report which is available on the Healthwatch Lancashire website.

The report has been shared with lead clinicians in Lancashire.

## Public views on blood donation shared with NHS Blood & Transplant

Healthwatch Lancashire has shared results from their "Love To Give Blood" campaign with NHS Blood and Transplant following national appeals for donors.

Throughout February 2015, Healthwatch Lancashire engaged with more than 750 members of the public to find the reasons why a high percentage of residents choose not to give blood and to identify what inspires people to donate.

The findings from the campaign have been published online and presented to NHS Blood and Transplant with the aim to provide useful information which can be used to encourage more people to become blood donors.

## New staff join the Healthwatch Lancashire team



Michele Chapman, Linda Brown, Julie Downs and Lynn Ireland have joined the Healthwatch Lancashire team to make up the newly established "Enter and View" team.

The new team (pictured above) will focus on Healthwatch Lancashire's responsibility to enter health and social care premises and view the quality of care and the environment from the patients' perspective.

## Children and young people in Lancashire given a public voice

The Lancashire Children and Young People's Health and Wellbeing Participation Group, PULSE, has become part of Healthwatch Lancashire.

The group aims to give young people from Lancashire the opportunity to have their say on health and social care services in the county.

PULSE was set up in 2012, supported by Lancashire County Council. Healthwatch Lancashire have commissioned The Children's Society to engage, listen and learn from the experiences of young people in Lancashire by continuing the positive work of the PULSE group.

The group will be given the opportunity to develop their own ideas and projects along with being able to participate in the activities and campaigns of Healthwatch Lancashire.



## Healthwatch Lancashire support 2015 Preston Health Mela

Healthwatch Lancashire participated in the 2015 Preston Health Mela in March in its exciting new location, the University of Central Lancashire's Foster Building.

The event attracted around 1500 visitors who had the opportunity to find out more about Healthwatch Lancashire and take part in surveys along with being able to find information and advice available from more than 70 health related stalls representing NHS, local authority and other health and wellbeing organisations.



Pictured above: Healthwatch Lancashire staff with board member Ishwer Tailor.

## Healthwatch Lancashire is now CardiacSmart



Healthwatch Lancashire has gained a Silver CardiacSmart Award by becoming CardiacSmart with the North West Ambulance Service NHS Trust.

Healthwatch Lancashire now have a defibrillator installed in their office on Lancashire Business Park. The AED device can be accessed, by the large number of people who work in the area, in an emergency and staff have received emergency life support training.

Healthwatch Lancashire aims to raise awareness for the award which recognises local business and community groups for their dedication to raising awareness of basic life support and defibrillators.

Around 80,000 people suffer a cardiac arrest outside of hospital each year, and with every minute a person does not receive treatment their chance of survival decreases by 10%.

Pictured above: The Healthwatch Lancashire team at Leyland House on Lancashire Business Park.



Pictured above: Healthwatch Lancashire staff members receive training from a North West Ambulance Service paramedic.

## Public board meeting

The next Healthwatch Lancashire Board Meeting will be held on Thursday 27<sup>th</sup> August at 4pm at the Best Western Leyland Hotel and will be open to the public.

For more information email [admin@healthwatchlancashire.co.uk](mailto:admin@healthwatchlancashire.co.uk) or call **0300 303 8811**.

## Read our Annual Report

Healthwatch Lancashire's second Annual Report highlights how the organisation has continued to listen to the residents of Lancashire and gain a better understanding of people's experiences of health and social care in the county.

To read the report visit [healthwatchlancashire.co.uk](http://healthwatchlancashire.co.uk) or call **0300 3038811** to request a copy by post or in easy read format.

## Contact the team

Helpline: 0300 303 8811  
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### By Post:

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## Healthwatch Lancashire become "Dementia Friends"

**A representative from Dementia Friends provided a training session which helped members of the Healthwatch Lancashire team and volunteers to understand more about dementia.**

The session also provided participants with information about how we can all create dementia friendly communities within Lancashire.



## Healthwatch Lancashire celebrates its volunteers!

**As part of Volunteers Week, Healthwatch Lancashire celebrated the remarkable contribution volunteers have made to the organisation over the past year.**



Healthwatch Lancashire's active group of volunteers are local people, who help to enable the people of Lancashire to influence change and improve the quality of health and social care services. There is currently a team of 30 members of the public from across Lancashire with a breadth of knowledge and skills who give up their time to volunteer for Healthwatch Lancashire.

Over the past year these volunteers have taken part in a range of activities from community engagement work and mystery shopping, to attending conferences and distributing promotional materials.

Other activities have included participating in campaigns and collecting patient experiences, attending volunteer events and locality meetings, taking part in consultations and undertaking mock-CQC and PLACE assessments.

**Pictured above:** Sheralee Turner-Birchall, Volunteers and Project Officers Manager, thanks volunteers.

## Volunteers take part in Equality & Diversity and Safeguarding training



**Healthwatch Lancashire staff and volunteers have been completing Equality & Diversity and Safeguarding training during April and June.**

Equality and Diversity training is a requirement for undertaking a volunteer role at Healthwatch Lancashire along with Safeguarding and Induction training.

Healthwatch Lancashire ensures that volunteers are supported to undertake their role by providing relevant training, advice and guidance.

**Pictured above:** Healthwatch Lancashire staff team and volunteers.

**Pictured below:** Healthwatch Lancashire volunteer with Project Officer Amanda Higgins.



Healthwatch Lancashire is the public voice on health and social care in Lancashire with the role to listen and the power to significantly influence change within the health and social care system.

**If you have a story or experience to share, or if you wish to make enquires about becoming a volunteer, please contact Healthwatch Lancashire:**

Tel 0300 3038811  
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Facebook: facebook.com/lancshealthwatch

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